



Police Department

Edward A. Flynn
Chief of Police

June 21, 2010

The Board of the
Fire and Police Commissioners
200 E. Wells St.
City Hall, Room 706
Milwaukee, WI 53202

RE: REQUEST FOR TELECOMMUNICATIONS SUPERVISOR EXAMINATION/ELIGIBILITY LIST

Dear Commissioners:

I respectfully request that your Honorable Commission conduct a recruitment, administer an examination, and provide an eligibility list for the position of Telecommunications Supervisor as soon as administratively possible.

Attached please find a job description for the position of Telecommunications Supervisor and an Announcement Bulletin Draft. Department representatives are available to assist Commission staff in this matter. If you have any questions regarding this matter, please contact Personnel Administrator Valarie Williams at 935-7110.

Sincerely,



EDWARD A. FLYNN
CHIEF OF POLICE

Attachment

EAF:MER:vs

C: Assistant Chief Monica Ray

JOB DESCRIPTION

FOR DER USE ONLY

Instructions: Complete all sections except No. 11. Refer to the "Guidelines for Preparing Job Descriptions" for instructions on completing specific items.

Vacancy No. _____	
City Service Commission: _____	Finance Committee: _____
Fire & Police Commission: _____	Common Council: _____

1. Date Prepared/ Revised: 6/17/10		2. Present Incumbent:		Is incumbent underfilling position? YES <input type="checkbox"/> NO <input type="checkbox"/>		
3. Date Filled:		4. Previous Incumbent: Deborah Wilichowski		If YES, indicate underfill title in box 10.		
5. Department: Police Department			Bureau: Division:		Unit: Section:	
6. Work Location: 2333 N. 49 th Street			Telephone: Email:		Work Schedule: Hours: 8:00 – 4:00 / Days: M-F	
7. Represented by a Union? NO		8. Bargaining Unit: Management, General City If in District Council 48, chose a Local: None			9. FLSA Status: EXEMPT	
10.	Official Title: Telecommunications Supervisor			Pay Range 006	Job Code 4682	EEO Code 102
	Underfill Title (if applicable):					
	Requested Title (if applicable):					
	Recommended Title (DER Use Only):			Approved by: _____ Date: _____		

11. BASIC FUNCTION OF POSITION:

The Telecommunications Supervisor is responsible for the administration of the telecommunications system.

12. DESCRIPTION OF JOB (Check if description applies to **Official Title** or **Underfill Title**):

A. ESSENTIAL FUNCTIONS/Duties and Responsibilities: (Refer to the "Guidelines for Preparing Job Descriptions" for instructions on determining Essential Functions.)

% of Time	ESSENTIAL FUNCTION
50%	<p>Telecommunications Operations</p> <ul style="list-style-type: none"> Supervise the daily operations of the Police Department's Communications Division; ensure prompt entry of assignments into the computer aided dispatch (CAD) system; enforce the rules of the section and the rules and regulations of the Department; serve as back-up to Telecommunications Specialist position. Supervise employees during emergency and non-emergency calls, and while dispatching police units. Manage the audio recording system, records and inventory; provide recommendations for the upgrade of equipment for recording incoming calls. Develop proposals for contracting equipment and/or services; interact with vendors. Manage maintenance contracts for telephone, recording and 911 systems and vendor contract for the department's wireless provider. Liaison for vendors responding to trouble calls or maintenance issues. Authorize dispatch when necessary Conduct monthly testing of backup systems (disaster recovery) Overall responsibility for the Help Desk supervision.
30%	<p>Public Service Answering Point (PSAP) Operations</p> <ul style="list-style-type: none"> Monitor operation of PSAP. Make Changes where needed to ensure efficient / reliable operation, with the major focus always being on public safety.

% of Time	ESSENTIAL FUNCTION
	<ul style="list-style-type: none"> • Actively participate in user groups, discussion groups, and training opportunities relating to PSAP operations. Stay abreast of federal regulations for emergency call handling, and emerging telecommunication technologies that may impact this PSAP's ability to handle calls. • Work with other PSAP systems personnel such as radio, CAD, and RMS to ensure interoperability providing seamless PSAP operations. • Communicate with other PSAP agencies to maintain an open exchange of information. Work with other law enforcement agencies to ensure reliable transfer of emergency calls and information. • Actively plan for disaster recovery. Make sure personnel are aware and trained and that regular testing of systems and personnel is implemented and followed through on. • Review Telecommunicator performance reports with Telecommunications Specialist and recommend possible actions if needed. • Review PSAP call statistics on a monthly basis.

B. PERIPHERAL DUTIES:

% of Time	PERIPHERAL DUTY
10%	<p>Construction / Remodeling</p> <ul style="list-style-type: none"> • Review initial plans and specifications for projects and make changes where necessary. • Attend construction / remodeling meetings, review material and installation specifications, anticipate and plan for future needs. • Work with departments to determine telecommunication / data needs. • Estimate costs for projects and request and review work orders from vendors or other city agencies.
10%	<p>Administration</p> <ul style="list-style-type: none"> • Review employee performance and perform evaluations, coaching, retraining, etc. • Manage the budget for the telecommunication section, as well as capital and project accounts. • Write specifications for contracts and requisitions for bid. • Cultivate new vendors and suppliers for material, equipment, and services needed by the Telecommunications section. • Maintain documentation on all telecommunications infrastructure including equipment, circuits, and building floor plans. • Assist in budgetary planning for the Technical Communication Division

C. NAME AND TITLE OF IMMEDIATE SUPERVISOR:

Captain Andra Williams

D. SUPERVISION RECEIVED: (Describe the extent to which work assignments and methods are outlined, reviewed, and approved by this position's supervisor.)

Little supervision required in day-to-day work. Duties are rarely assigned or outlined. Approval needed for operational changes and some expenditures.

E. SUPERVISION EXERCISED:

Total number of employees for whom responsible, either directly or indirectly = 10.

Direct Supervision: List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following:

<ul style="list-style-type: none"> a. Assign duties b. Outline methods c. Direct work in progress d. Check or inspect completed work 	<ul style="list-style-type: none"> e. Sign or approve work f. Make hiring recommendations g. Prepare performance appraisals h. Take disciplinary action or effectively recommend such 	
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)
1	Telecommunications Specialist	A,b,c,d,e,g,h

a. Assign duties		e. Sign or approve work
b. Outline methods		f. Make hiring recommendations
c. Direct work in progress		g. Prepare performance appraisals
d. Check or inspect completed work		h. Take disciplinary action or effectively recommend such
Number Supervised	Job Title	Extent of Supervision Exercised (Select those that apply from list above, a - h)

F. MINIMUM QUALIFICATIONS REQUIRED: (Indicate the MINIMUM qualifications required to enter the job.)

i. Education and Experience:

Bachelors degree in Computer Science, Information Systems Technology or Electrical Engineering or related field. 5 years experience in PBX management (Avaya), network support, data and phone circuit installation and maintenance. Training on and experience with PBX (Avaya) adjunct systems such as voicemail (Modular Messaging), recording (NICE), and call statistics.

ii. Knowledge, Skills and Abilities:

Excellent understanding of communications systems – analog, digital and IP. Good equipment / wiring installation practices. Basic computer skills. Knowledge of data protocols and troubleshooting techniques. Knowledge of network protocols and routing, QoS, and VoIP. PBX management experience, thorough understanding of ACD, call routing, trunks, and trunking protocols. Ability to use telecommunications and network test equipment. Familiar with the National Electrical Code. Knowledge of PSAP operations desirable.

iii. Certifications, Licenses, Registrations:

Membership in NENA / APCO. Emergency Number Professional (ENP) certification desirable.

iv. Other Requirements:

Ability to work under pressure maintaining and troubleshooting equipment that supports life and death communications. Must be willing to carry a cell phone and be on-call 24/7.

v. Familiarity of federal regulations concerning Public Safety Answering Points that may affect the departments call center

vi.

13. PHYSICAL AND ENVIRONMENTAL DEMANDS: TOOLS AND EQUIPMENT USED

The Americans with Disabilities Act of 1993 requires job descriptions to provide detailed information regarding the physical demands required to perform the essential functions of a job; the conditions under which the job is performed; and the tools and equipment the employee will be required to use on the job. Reasonable accommodations may be made to enable qualified individuals to perform the essential duties and responsibilities of the job for each of the categories listed below.

G. PHYSICAL ACTIVITY OF THE POSITION: (List the physical activities that are representative of those that must be met to successfully perform the essential functions of the job).

CHECK ALL THAT APPLY:

Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, and the like; using feet and legs

	and/or hands and arms. Body agility is emphasized. Check only if the amount and kind of climbing required exceeds that required for ordinary locomotion.
<input type="checkbox"/>	Balancing: Maintaining body equilibrium to prevent failing when walking, standing or crouching on narrow, slippery or erratically moving surfaces. Check only if the amount and kind of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
<input type="checkbox"/>	Stooping: Bending body downward and forward by bending spine at the waist. Check only if it occurs to a considerable degree and requires full use of the lower extremities and back muscles.
<input checked="" type="checkbox"/>	Kneeling: Bending legs at knee to come to a rest on knee or knees.
<input type="checkbox"/>	Crouching: Bending the body downward and forward by bending leg and spine.
<input checked="" type="checkbox"/>	Crawling: Moving about on hands and knees or hands and feet.
<input checked="" type="checkbox"/>	Reaching: Extending Hand(s) and arm(s) in any direction.
<input checked="" type="checkbox"/>	Standing: Particularly for sustained periods of time.
<input checked="" type="checkbox"/>	Walking: Moving about on foot to accomplish tasks, particularly for long distances.
<input checked="" type="checkbox"/>	Pushing: Using upper extremities to exert force in order to draw, press against something with steady force in order to thrust forward, downward or outward.
<input checked="" type="checkbox"/>	Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
<input type="checkbox"/>	Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Check only if it occurs to a considerable degree and requires substantial use of the upper extremities and back muscles.
<input checked="" type="checkbox"/>	Fingering: Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand or arm, as in handling.
<input type="checkbox"/>	Grasping: Applying pressure to an object with fingers and palm.
<input type="checkbox"/>	Feeling: Perceiving attributes of objects such as size, shape, temperature or texture by touching with the skin, particularly that of the fingertips.
<input checked="" type="checkbox"/>	Talking: Expressing or exchanging ideas by means of the spoken word. Those activities, which demand detailed or important instructions spoken to other workers accurately, loudly or quickly.
<input checked="" type="checkbox"/>	Hearing: Perceiving the nature of sounds with no less than a 40 db loss. Ability to receive oral communication and make fine discriminations in sound.
<input type="checkbox"/>	Repetitive Motions: Substantial movements (motions) of the wrist, hands, and/or fingers.
<input checked="" type="checkbox"/>	Driving: Minimum standards required by State Law (including license).

H. PHYSICAL REQUIREMENTS OF THE POSITION: (List the physical requirements that are essential functions of the job.)

CHECK ONE:

<input type="checkbox"/>	Sedentary Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
<input checked="" type="checkbox"/>	Light Work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for Light Work.
<input type="checkbox"/>	Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
<input type="checkbox"/>	Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
<input type="checkbox"/>	Very Heavy Work: Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects.

I. VISUAL ACUITY REQUIREMENTS: (List the visual acuity requirements that are essential functions of the job.)

CHECK ONE:

<input checked="" type="checkbox"/>	Operators (Electronic Equipment), Inspection, Close Assembly, Clerical, Administrative: This is a minimum standard for use with those whose job requires work done at close visual range (i.e. preparing and analyzing data and figures, accounting, transcription, computer terminal, extensive reading, visual inspection involving small parts, operation of machines, using measurement devices, assembly or fabrication of parts).
<input type="checkbox"/>	Machine Operators, Mechanics, Skilled Tradespeople: This is a minimum standard for use with those whose work deals with machines where the seeing job is at or within arm's reach. This also includes mechanics and skilled tradespeople and those who do work of a non-repetitive nature such as carpenters, technicians, service people, plumbers, painters, mechanics, etc. (If the machine operator also inspects, check the "Operators" box.)
<input type="checkbox"/>	Mobile Equipment Operators: This is a minimum standard for use with those who operate cars, trucks,

	forklifts, cranes, and high lift equipment.
<input type="checkbox"/>	Other: This is a minimum standard based on the criteria of accuracy and neatness of work for janitors, sweepers, etc.

J. THE CONDITIONS THE WORKER WILL BE SUBJECT TO IN THIS POSITION:

List the environmental/working conditions to which the employee may be exposed while performing the essential functions of the job. Include scheduling considerations such as on-call for emergencies, rotating shift, etc. **Approximate Percentage of time performing field work:** _____%

CHECK ALL THAT APPLY:

<input checked="" type="checkbox"/>	None: The worker is not substantially exposed to adverse environmental conditions (such as typical office or administrative work).
<input type="checkbox"/>	The worker is subject to inside environmental conditions: Protection from weather conditions but not necessarily from temperature changes (i.e. warehouses, covered loading docks, garages, etc.)
<input type="checkbox"/>	The worker is subject to outside environmental conditions: No effective protection from weather.
<input type="checkbox"/>	The worker is subject to extreme cold: Temperatures below 32 degrees for period of more than one hour.
<input type="checkbox"/>	The worker is subject to extreme heat: Temperatures above 100 degrees for periods of more than one hour.
<input type="checkbox"/>	The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the surrounding noise level.
<input type="checkbox"/>	The worker is subject to vibration: Exposure to oscillating movements of the extremities or whole body.
<input type="checkbox"/>	The worker is subject to hazards: Includes a variety of physical conditions, such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places or exposure to chemicals.
<input type="checkbox"/>	The worker is subject to atmospheric conditions: One or more of the following conditions that affect the respiratory system or the skin: Fumes, odors, dust, mists, gases or poor ventilation.
<input type="checkbox"/>	The worker is subject to oil: There is air and/or skin exposure to oils and other cutting fluids.
<input type="checkbox"/>	The worker is required to wear a respirator.

K. MACHINE, TOOLS, EQUIPMENT, ELECTRONIC DEVICES, SOFTWARE, ETC. USED BY POSITION:

List equipment needed to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.)

CHECK ALL THAT APPLY:

<input type="checkbox"/> Camera and photographic equipment	<input checked="" type="checkbox"/> Office Equipment (desk, chair, telephone, etc.)
<input type="checkbox"/> Cleaning supplies	<input checked="" type="checkbox"/> Office supplies (pens, staplers, pencils, etc.)
<input type="checkbox"/> Commercial vehicle	<input checked="" type="checkbox"/> Packing materials (boxes, shrink wrap, etc.)
<input type="checkbox"/> Data processing equipment	<input checked="" type="checkbox"/> PC equipment (monitor, keyboard, printer, etc.)
<input checked="" type="checkbox"/> Handcart	<input checked="" type="checkbox"/> PC software
<input checked="" type="checkbox"/> Hand tools (<i>please list</i>): hand tools and test equipment	
<input checked="" type="checkbox"/> Office Machines (<i>check all that apply</i>): <input checked="" type="checkbox"/> Copier <input checked="" type="checkbox"/> Facsimile <input type="checkbox"/> Calculator <input type="checkbox"/> Cash register	
<input type="checkbox"/> Other (<i>please list</i>):	

L. SUPPLEMENTARY INFORMATION: (Indicate any other information which further explains the importance, difficulty, or uniqueness of the position, such as its scope of responsibility related to finances, equipment, people, information, etc. Also indicate success factors such a personal characteristics that contribute to an individual's ability to perform well in the job, and any other special considerations.)

M. I believe that the statements made above in describing this job are complete and accurate:

Signature of Department Head or Designated Representative

TELECOMMUNICATIONS SUPERVISOR
(Milwaukee Police Department)

BASIC FUNCTION OF POSITION: The Telecommunications Supervisor is responsible for the administration of the telecommunications system.

ESSENTIAL FUNCTIONS:

- ❖ Supervise the daily operations of the Police Department Communications Division; ensure prompt entry of assignments into the computer aided dispatch (CAD) system; enforce the rules of the section and the rules and regulations of the Department; serve as back-up to Telecommunications Specialist position.
- ❖ Supervise the actions of employees during the receipt of emergency and non-emergency calls, and while dispatching police units.
- ❖ Manage the audio recording system, records and inventory; provide recommendations for the upgrade of equipment for recording incoming calls.
- ❖ Develop proposals for contracting equipment and/or services; interact with vendors.
- ❖ Maintain division records.
- ❖ Manage maintenance contracts for telephone, recording, and 911 systems and vendor contract for the department's wireless provider.
- ❖ Liaison for vendors responding to trouble calls or maintenance issues. Authorize dispatch when necessary.
- ❖ Assist in budgetary planning for the Communication Division.
- ❖ Manage the telephone and 911 systems, conducting basic monthly maintenance as recommended.
- ❖ Conduct monthly testing of backup systems (disaster recovery)
- ❖ Familiarity of federal regulations concerning Public Safety Answering Points that may affect the departments call center
- ❖ Overall responsibility for the Help Desk supervision.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

REQUIREMENTS:

1. At least 3 years of telephone experience preferably including administrator training, troubleshooting and/or system management. Experience with Avaya telephone systems and PlantCML SentinelCM is preferred. Installation of telephone instruments and related cables/connections is desirable.
2. Bachelor's Degree for an accredited college or university in Information Systems Management, Information Technology, Business Management, Communications or related field. Certification in a related field is also desirable.
3. Knowledge of telephone systems administration and maintenance.
4. Knowledge of office applications for word processing and data management.
5. Familiarity with Computer Aided Dispatching (CAD) systems.
6. Valid driver's license at the time of appointment and throughout employment.
7. Physical ability to access areas in and around equipment rooms. (May involve use of a ladder.)

NOTE: Equivalent combinations of education and experience may also be considered.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Strong customer service skills.
2. Effective verbal and written communications skills.
3. Supervisory experience and experience as an instructor.
4. Must be able to analyze information.
5. Ability to interpret and apply Department policies and procedures.
6. Ability to maintain composure under pressure in emergency conditions
7. Thorough understanding of call routing through Automatic Call Distribution in a multi-layer call center.

CURRENT SALARY RANGE (06) IS: \$1,931.00 to \$2,703.63 biweekly.

SELECTION PROCESS: The selection process will be job related and will consist of one or more of the following: an evaluation of related training, experience and accomplishments, written test, oral interview, performance test, or other assessments methods. The Department of Employee Relations and the Milwaukee Police Department reserve the right to call only the most qualified candidates to oral, performance tests or interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred/promoted to this position.

APPLICATION PROCEDURE: Application materials (training and experience questionnaires) are available at the Department of Employee Relations' website: www.milwaukee.gov/der, in person or via mail from DER, 200 East Wells Street, Room 706, Milwaukee WI 53202 or by calling 286-3751. Application materials may also be obtained in person at the Milwaukee Police Department Human Resources Division (Room 427) in the Police Administration Building located at 749 West State Street. Completed training and experience questionnaires must be returned to the Milwaukee Police Department Human Resources Division, Room 427 in the Police Administration Building, 749 West State Street, by 4:00 p.m. on July XX, 2010.

The City of Milwaukee is an equal opportunity employer and values and encourages diversity.

TELECOMMUNICATIONS SUPERVISOR